



Commissioners

STEVE GAW
Chair

CONNIE MURRAY

ROBERT M. CLAYTON III

JEFF DAVIS

LINWARD "LIN" APPLING

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

ROBERT J. QUINN, JR.
Executive Director

WESS A. HENDERSON
Director, Utility Operations

ROBERT SCHALLENBERG
Director, Utility Services

DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge

DANA K. JOYCE
General Counsel

December 15, 2004

Dear Governor Holden:

The Public Service Commission stands ready to address evolving issues for consumers and companies in an ever-changing world of utility regulation. In addition to the cases heard by the Public Service Commission, we addressed several major initiatives during the 2004 fiscal year:

- Changed the Cold Weather Rule to include additional protections from service disconnection for registered elderly and disabled customers meeting certain income guidelines and raised the temperature moratorium on utility shut-offs. We also named a task force to focus on possible long-term energy affordability programs and energy efficiency.
- In light of rising wholesale natural gas costs, which are not regulated by the PSC, we continued to seek Congressional help regarding more funding for the federal Low Income Home Energy Assistance Program. The PSC held town hall meetings to address higher home heating bills.
- Developed various telecommunications rules designed to provide greater privacy of consumer information and laying the groundwork to make telephone bills easier to understand.
- Established 2-1-1 toll-free service for accessing community information.
- Studied and reported to the Federal Communications Commission regarding the advent of Voice over Internet Protocol and its impact on the telecommunications industry and consumers.
- Began work on providing a more informal process for complaints filed by residential and small business customers.
- Appointed a task force to make recommendations to allow communities to request expanded calling scopes and changes to metropolitan calling areas.
- Held case efficiency roundtables to study improving processes at the Commission.
- Worked with surrounding states to establish regional state committees to provide state input into the changing world of electricity regulation.

The Missouri Public Service Commission is pleased to submit its annual report for the fiscal year of July 1, 2003 through June 30, 2004.

Respectfully submitted,


Steve Gaw, Chair

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century